



Serving Hillsdale, Jackson, and Lenawee Counties since 1974

Our Mission

Supporting older adults, adults with disabilities and their caregivers to live safely and independently.

Celebrating 50 Years of Service!





Fiscal Year 2023 Annual Report

October 1, 2022 – September 30, 2023


Julie Wetherby, *Chief Executive Officer*


Area Agency on Aging organizations around the United States are celebrating 50 years of serving older adults in our communities. WellWise Services Area Agency on Aging, formerly Region 2 Area Agency on Aging, was incorporated in March of 1974. Oh, what a journey we have been on since that initial formation! Our mission of “Supporting older adults, adults with disabilities and their caregivers to live safely and independently” has held true throughout our 50+ years.


As we celebrate the past year, there are many successes to highlight. Our dedicated team at WellWise Services has gone above and beyond to support our community members, be strong community partners, help those that need us most, and bring our mission to life in an equitable and intentional way.

-  **We Hear You**—Through many community conversations, interacting with older adults and adults with disabilities, and surveys, we learn about needs in the community. Efforts and innovations to address these needs remain part of our strategic work. Connections Café (a monthly gathering to learn and socialize), has been a big hit in our community. Vaccine clinics and in-home vaccinations have helped health and well-being in our community. Our Tiered Care program continues to support folks to stay independent at home. Our Options Counseling assists community members and their caregivers with identifying needed resources.
-  **We See You**—Our senior population continues to grow and as a result the need for our services is increasing. We added new staff to meet the increased needs. Our Safe Haven program is busier than ever helping victims of elder abuse. There is an uptick in homelessness of seniors and adults with disabilities that we are addressing in collaboration with our network partners. We have an ongoing effort to develop our unmet needs funds to aid our community members with limited incomes meet unexpected expenses. We continually evaluate programming to be sure it meets our community needs. Our Community Transition program regularly works through some of the most difficult situations to ensure folks have the options and support needed to go from a facility to their home of choice. Our dedicated staff ensures the MI Choice Waiver program remains an option to help folks receive services and supports at home rather than a facility.
-  **We Count on You**—We at WellWise Services value our partners, provider community, volunteers, and donors. We could not do our work without the 90+ contracted providers that go into the homes of our participants to ensure they get the critical care they need to remain in the community. These providers are the “boots on the ground” that make our work happen. Volunteers assist daily with friendly reassurance calls, give unbiased counseling on Medicare and Medicaid options, help out at events and in the office. We are so appreciative. Donors step up regularly to assist with needed programming such as Community Education, Unmet Needs, Holidays at Home, Safe Haven, and others. Many of these efforts would not be sustainable without this funding!
-  **We Hold Ourselves Accountable**—Our team works tirelessly to provide the best quality services possible in our community. This means constant assessment to ensure our quality of services meets and goes above expected standards. We pride ourselves on our NCQA accreditation (National Committee for Quality Assurance) that guarantees we are meeting

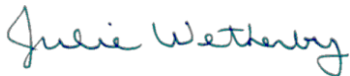
national standards. Our finance team makes sure controls are in place and followed, and that audits are successful. Our clinical team works closely with our quality team to be sure we are providing the best service possible while meeting all the requirements of our contracts. We also work to support and help our providers to have the correct tools and processes for the safety of those we serve. Our IT and Compliance teams continually work to safeguard our equipment and procedures to ensure that our information remains secure.

 **We Advocate with You**—We are aware that the increased need for our services and the increased number of older adults in our community are not supported by funding received. We work with our Area Agencies on Aging Association of Michigan, as well USAging, our national association, to be sure the Older Americans Act is reauthorized and supports the needs. We have regular conversations with our legislators to help them understand the needs of seniors and adults with disabilities. We work with our Advisory Council and Board of Directors to get the word out.

 **We Are Here for You**—Our team continues to be here to support the community. We are proud to say that we personally answer your calls and questions. Our phone rang over 18,000 times in the last year and we are happy to assist caregivers and community members find the supports they need. Our marketing team is readily available to offer presentations, visit groups, businesses, and other agencies, and produce newsletters, social media posts, and ads to share information about the services we offer. Our name change to WellWise Services Area Agency on Aging has resulted in increased awareness of the services and resources we provide.

 **We Are Innovative**—Our team works strategically to meet needs that our participants and callers identify in our community. We provide Assistive Technology services to aid with daily functions for those we serve. We apply for grants to bring new ideas to life such as our interoperability efforts, transportation solutions, transitional housing, caregiver supports, providing wellness class opportunities in conjunction with other aging partners, reviewing software platforms. We also participate in statewide initiatives for standard reviews, contract discussions and collaborative efforts around statewide contracting, Electronic Medical Review procurement, connectivity to participant status with hospitals, and collaborating with State officials. All of these efforts set us apart and some have brought local, state and national recognition.

We celebrate this milestone with everyone in our service area. We are looking forward to keeping our mission alive and vibrant in our community, with your support, over the next 50 years.



Aging is not 'lost youth' but a new stage of opportunity and strength. –Betty Friedan

Board of Directors

Jackson County

Tony Bair
Robert Harvey
Cynthia Richardson
Debbie Shepard
Ken Wyatt

Hillsdale County

Curtis Gale
Brent Leininger

Lenawee County

Aimrie Ream-Taylor
Keith Williams
Chris Wittenbach

Advisory Council

Hillsdale County

Namrata Carolan
Rick Emery
Annette Magda
Lester Smith

Jackson County

Gabriella Bach
Marjorie Hobe
Deborah Muhich
Matt Swartzlander
Ward Wilson
Ebony Young

Lenawee County

Rosemary Abramovich
Lou Ann Bryant
Georgianna Covell
Dillon Donaghy
Merlin Rajala

What Does WellWise Services Offer?

- Home and Community Based Services
- Information & Referral and Options Counseling
- MI Choice Waiver
- Tiered Care
- Friendly Reassurance
- Community Transition Services
- Safe Haven
- Assistive Technology
- Living Well Program
- Home Safety Assessments
- Medicare Medicaid Assistance Program
- Advocacy
- Advance Care Planning
- Aging and Disability Information and Education
- Collaboration with Local Aging and Disability Partners
- Caregiver Support

Service Providers

A+ Nursing
Ackley's Property Services
Aidaly of Michigan
Alert Medical Alarms
All Care@Life's Junction
All Care, Inc.
Arcadia Home Care & Staffing (Jackson,

Kalamazoo)
Assassin Pest Control
At-Home Counseling
Blade Runner
Brown's Advanced Care Medical Supplies
By Dawn's Early Light Home Care
By Dawn's Early Light Transport

Care That Matters
 CareLinc Medical
 Centered Care, LLC
 Centria Healthcare, LLC
 City of Adrian (Dial-a-Ride)
 Collins Adult Daycare
 ComForCare
 Comfort Keepers
 Connect America
 COR Freedom, LLC
 Country Living of Hillsdale
 Crossroads Home Care, Inc.
 Critical Signals Technology/Link to Life
 D&D Family Care
 Daybreak Adult Day Services
 Dial-a-Ride Hillsdale (City of Hillsdale)
 disAbility Connections
 Drew's Place of Hillsdale
 Embrace Your Health
 Evergreen Home Care, LLC
 EveryFit, Inc.
 ExtrOrdinary Solutions
 F&S Landscape
 Friends Who Care, LLC (Adrian, Jackson)
 Front Porch Living Home Care, Inc.
 Fusion Custom Chairs
 Gaslight Village Assisted Living
 Genoa A QOL Healthcare Company
 Gigi's Legacy Homecare, LLC
 Grab-Bar Pro, LLC
 Great Lakes Senior Care, LLC
 GT Independence
 Guardian Medical Monitoring
 Heavenly Companion, LLC
 Help at Home of Michigan, LLC
 Helpful Hands
 Helping Angels Home Care
 Highland Alzheimer's Care Residence
 Hillsdale Community Health Center
 Hillsdale County Senior Services Center
 Home Care Alternatives
 Home Instead Senior Care
 Homestyle Direct, LLC
 Image Solutions
 Jackson Care Connection
 Jackson County Department on Aging
 Jackson Friendly Home
 Jackson Transportation Authority (Rides to Wellness)
 JLC Adult Care (A Touch of Home)
 Joe's Building and Remodeling
 John George Home, Inc.
 Key Opportunities, Inc.
 LaJoy FI, LLC
 LaJoy Group, Inc.
 Lawns-R-U's
 Lenawee County Department on Aging
 Lenawee Transportation Lifeline
 LifeStation, Inc.
 Loving Hands Homecare Agency, LLC
 M&M Medical Staffing Relief & Home Care
 Mareck Family & Geriatric Services, PC
 Medilodge of Farmington
 MedScope America Corporation
 Merry Care
 MiGreen Outdoor Maintenance
 Mom's Meals
 Next Step Home Health and Staffing
 Non-emergency Transportation Service (NETS)
 Orkin Pest Control (Coldwater)
 Personal Accounting Services, Inc.
 Personal Touch Home Health Care, Inc.
 Pest Patrol
 Platinum Senior Solutions, LLC
 Quality Homecare Services
 Rampit USA, Inc.
 Reading Emergency Transportation Unit, Inc.
 Resource Transportation Group, LLC
 Rice Manor
 Right at Home
 Safe Hands Warm Hearts
 Saratan Mow & Snow, LLC
 Senior Moments Assisted Living
 Serenity3 Home Health, Inc.
 Spartan Healthcare Staffing Services
 Stuart Wilson, CPA, PC
 Summit Park Assisted Living

Financial Report

Revenue		
Medicaid Waiver	\$19,089,787.00	78.3%
Federal	2,897,313.00	11.9%
Other State	1,640,293.00	6.7%
Other Grants	185,100.00	0.8%
Contributions: Cash	63,969.00	0.3%
Contributions: In-kind	8,759.00	0.0%
Program Service Fees	164,119.00	0.7%
Interest and Other	339,385.00	1.4%
Total Revenues	\$24,388,725.00	100.0%
Expenditures		
Medicaid MI Choice Waiver	\$17,067,431.00	71.2%
Home Delivered Meals	1,313,015.00	5.5%
Homemaking & Personal Care Services	449,728.00	1.9%
Care Management	473,123.00	2.0%
Congregate Meals	627,185.00	2.6%
Safe Haven & Elder Abuse Prevention	353,331.00	1.5%
MMAP	79,270.00	0.3%
Other Program Services	1,732,987.00	7.2%
Supporting Services	1,864,744.00	7.8%
Total Expenditures	23,960,814.00	100.0%

Agging, Community Living, and Supports WellWise Direct Services	
Service	Persons Served
Tiered Care Tier 1	182
Tier 2	199
Tier 3	43
Options Counseling	928
Friendly Reassurance	98
Assistive Devices & Technologies	267
Community Living Supports	16
Unmet Needs	193

Medication Management	55
MI Choice Waiver Services	769
Local Contact Referrals	60
Transition Referrals	61
Transitions Home	16
Safe Haven	35
Living Well Program	155

Services Purchased for In-Home Care through MI Choice Waiver

Adult Day Care	2,244 units
Chore Services	773 units
Community Living Support	2,335,830 units
Emergency Response System Monthly Monitoring	3,146 units
Fiscal Intermediary Services	2,471 units
Home Delivered Meals	77,254 units

<i>Local Support by Service Category</i>	<i>Program Income</i>	<i>Cash Match</i>	<i>In-kind Match</i>	<i>Total</i>
Access Services	\$15,444	\$179,320	\$16,097	\$210,861
In-Home Services	73,147	292,349	0.00	365,496
Community Services	49,936	618,920	9,169	678,025
Nutrition Services	465,317	738,799	5,000	1,209,116
Total	\$603,844	\$1,829,388	\$30,266	\$2,463,498

Medicare Medicaid Assistance Program (MMAP)

MMAP Counselors helped 3,395 clients understand, apply for, and access government benefits during the grant year April 1, 2023 – March 31, 2024.

Information and Referral

WellWise staff responded to 18,482 calls during October 1, 2022 – September 30, 2023.

Older Americans Act Grant Funded Services

<i>Access Services</i>		
Service Category	Clients	Units
Care Coordination and Support	725	2,186
Information and Assistance	1,210	988
Outreach	558	1,115
Transportation	349	7,400
<i>In-Home Services</i>		
Chore	81	297
Homemaker	948	29,261
Personal Care	272	9,708
Home Delivered Meals	2,642	567,948
Respite	94	6,175
<i>Community Services</i>		
Adult Day Care	27	5,514
Caregiver Education, Support and Training	170	737
Caregiver Supplemental Services	58	515
Congregate Meals	2,042	70,130
Counseling	14	210
Evidence Based Disease Programming	361	3,309
Long Term Care Ombudsman	2,814	2,207
Legal Services	544	682
Senior Center Operations	3,761	13,547

Why We Do What We Do

John Hayton has been in and out of the nursing home due to health issues since 2020. He was dependent on others and relied on formal and informal support to help him manage many aspects of his life.

John, while in the nursing facility the last time, decided he wanted to take charge of his own life. He took the initiative to create his own budget, find an apartment for himself, and be his own advocate. He was able to secure accessible and affordable housing so he could move out of the nursing home. He helped find his own caregivers to ensure his transition would be safe and successful. He obtained a car and started managing his own appointments.

John was born in Detroit, grew up in Carleton, Michigan, and worked in a factory. He is married and has six grown children. John likes to paint rocks, read science fiction short stories, and listen to older country music in his spare time. John is kind, and appreciative of the help he has received from the WellWise Services Community Transition Program.

Because of his determination, John went from being dependent on others in the nursing home to living independently; he made choices and took control of his own life. John is an inspiration to others, and we are excited to present this year's Inspiration Award to him!

Congratulations, John, from WellWise Services Area Agency on Aging!



Fiscal Year 2023 Donors

Al and Phyllis Wilkerson

Alison Quigg

Amber Richardson

Amber Thompson

American 1 Credit Union

American Title Company of Jackson

Andrea Boyce

Angela Shepherd

Barbara Simon

Ben Keaster

Bill Desmet

Bob and Carol Knoblauch

Bonnie Bartlett

Bonnie Toskey

Boulevard Insurance Agency of Tecumseh

Brenda Shinn

Brooklyn Kiwanis Club

Brooklyn Presbyterian Church

Caitlin Yanakeff

Cami Emerson

Carolyn Siler

Carolyn Walker

Chalgian & Tripp

Charles Peart

Chris and Gail Wittenbach

Claire Warner

Clifford and Martha Walker

Comfort Keepers

Commonwealth Associates, Inc.

Curtis and Connie Gale

Deanne Matthews

Deb Foley

Deborah Melville

Diane Bach

Diane Worthing

Didi Swander

Dorothy Delker
Eagle Electric TM, LLC
Eldon Wheaton
Erik Edgington
Erin Nugent
Evana Lang
Eve Aumend
FireKeepers
Georgette and Paul Engard
Georgianna Covell
Gerald and Annette Magda
Gloria Patterson
Greg Clark
Gregory Schira
Heather Hohlbein
Heather Molina
Howard and Sally Griffis
Irish Hills Chamber of Commerce
Irish Hills Eagles Auxiliary 3689
Jack and Dandra Wheaton
Jae Guetschow
James Goetz
James Nusbaum
Janice Arcuri-Otis
Jeff and Debbie Shepard
Jeff Willet
Jenna Chmielewski
Jini Lane
Joan and John Halsey
John Abel
John and Marcella Lucas
Jon Abbey
Jones Plumbing and Gas
Joseph and Paula Williams
Larry and Julie Wetherby
Kara Lorenz-Goings
Kate's Art School
Kayla Suydam
Keith and Missy Williams

Kelly Cooley
Kelly Scott
Kelsey's Boutique & Gifts
Kim Conant
Kimberly Kasper
Knights of Columbus Irish Hills 6223
Land & Lakes Ladies Club
Lenawee Community Foundation
Lenco Credit Union
Lester Smith
Linda Bardeleben
Linda Busche
Lori Davis
Lori Janiga
Lou Ann Bryant
Malloree Colburn
Marica Boynton
Marcia Willett
Margaret O'Malley
Marge Thorne
Marilyn Willette
Marjorie Hobe
Mark and Lucille Shaw
Martha York
Mary Bonilla
Mary Melling
Matt Dame
MDK Recycling, LLC
Michelle Kelly
Michigan International Speedway
Milton and Lois Davis
Mitzi Warren
Nancy Francis
Nancy Miller
Nichole Baker
Patrone's Day Spa & Salon
Patti Bihn
Pegasus Spas & Leisure Products
Polly's Country Market

Queen of the Miraculous Medal Parish
Rebecca Belcher
Rebecca May
Richard Snow
Rosemary Abramovich
Ruth Ann Kelly
Sandra Marsh
Sandstone Congregational Church
Sheila Waters
Shelly Halsey
Stuart Wilson, CPA, PC
Sweet Caroline's
Teresa Smith
Terry Willyard

The Corner Cottage
The Village Creamery
Tony Bair
Tony Pruitt
Tracy James
TRUE Community Credit Union
Vanessa Ronders
Vikke Grueneberg
Village Peddler Gift Shoppe
Walter & Lynn Wilson
Ward and Judy Wilson
Wesco

The gifts we received during Fiscal Year 2023 supported a variety of programs and needs including Safe Haven, Holidays at Home, Living Well, Unmet Needs, Personal Emergency Response System Units, the Medicare Medicaid Assistance Program, and Assistive Technology. This list of donors may not be complete, in spite of our best record-keeping efforts. Please know that we are extremely grateful for all who support the Agency's mission of supporting older adults, adults living with disabilities and their caregivers to live safely and independently.



107 Chicago Street, Brooklyn, Michigan
June 23, 2023

Older Michiganians Day 2023



*Commission on Services to the Aging Members
Julie Wetherby, Governor Gretchen Whitmer (center)*



Julie Wetherby, State Senator Sue Shink, Nichole Baker



*Cami Emerson, Julie Wetherby, Martha York
USAging Conference, July 2023*



Members of our Board of Directors, Julie Wetherby (center) June 23, 2023

WellWise Services Area Agency on Aging

107 Chicago Street, PO Box 189
Brooklyn, Michigan 49230

(517)-592-1974 • (800) 335-7881
www.wellwiseservices.org

Monday-Friday 8:00 am – 4:30 pm

